

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
STS Director 1 – Enterprise Customer Care Center

Job Summary: Reports to the Director of the Enterprise Customer Care Center (ECCC) and Workstation Support within Strategic Technology Solutions, is responsible for leading a team of IT professionals who will focus on providing IT support through the ECCC within STS.

Responsibilities:

- Provide strategic direction and priorities for the Service Desk and Network Operations Service Center (NOSC) teams.
- Maintain and promote effective customer service relationships with citizens, users, business owners, vendors and agency leadership to inform them of services offered by the ECCC.
- Provide consultation and recommendations to state agencies by identifying their technology challenges and explore how the ECCC teams can meet their business needs.
- Develop and align strategies based on performance metrics, business requirements, input and service level agreements (SLAs) for all ECCC teams.
- Manage customer expectations and negotiate solutions to complex problems with customers and vendors for assigned areas.
- Develop objectives for assigned functional units to measure and improve organizational efficiency and performance.
- Determine appropriate allocation of budgeted funds within the ECCC to ensure that highest priority projects have sufficient monetary resources.
- Review and approve staffing, cost, revenue and timelines needed to complete projects to meet the strategic plan of the organization.
- Review and prioritize distribution of resource allocation to ensure alignment with state-wide goals and vision.
- Review and approve cost models and rates for the ECCC IT service offerings.
- Evaluate existing workforce against current and future service offerings to ensure 24/7/365 coverage and front line support to all STS services.
- Oversee and direct the 24/7/365 operations for the Service Desk and NOSC teams.
- Monitor the IT operational environment, to include assigned IT operations, infrastructure, and other relevant work systems through subordinates, key performance indicators, service level agreements, and other indicators to identify trends and proactively anticipate problems.
- Make strategic recommendations to executive management.
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Eight years of experience directing IT operations and functions of considerable difficulty.
- Five years of managerial experience.
- Experience working with Executive Leadership to create IT vision and IT strategies.
- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

Preferred Qualifications:

- Prior experience directing Customer Care/Call Center environments.
- Prior state government experience is a plus.

Knowledge, Skills, Abilities, Competencies:

- Drive for Results
- Problem Solving
- Directing Others
- Priority Setting
- Building Effective Teams
- Customer Focus

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- Strategic Agility
- Organizing
- Conflict Management
- Motivating Others
- Critical Thinking
- Judgment and Decision Making
- Negotiation

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.